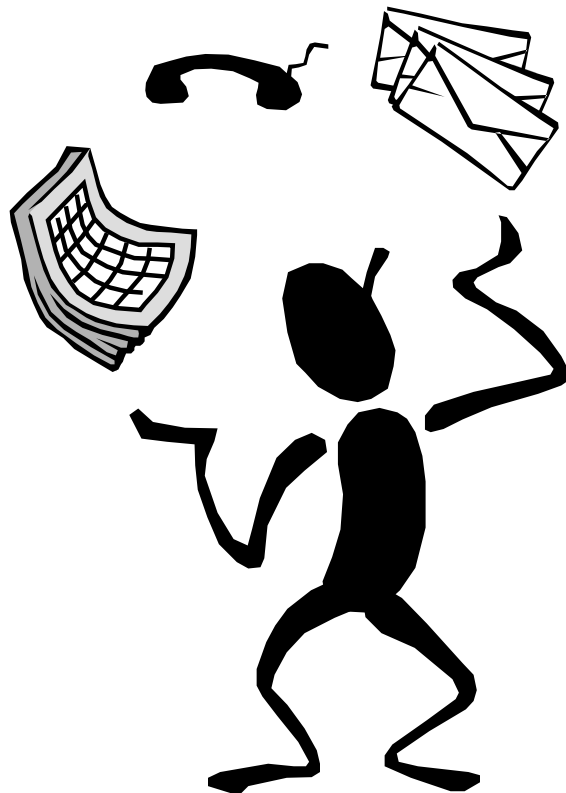


# Non-Payroll Enrollment System (NPES)

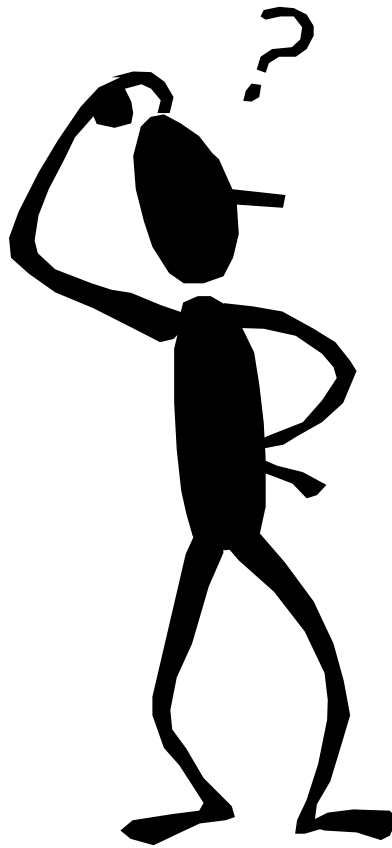
## User Manual

July 1, 2003



# Table of Contents

1. Introduction
2. Step-by-Step Instructions with Print Screens
3. Payment Instructions
4. Retro Enrollments/Cancellation Policy



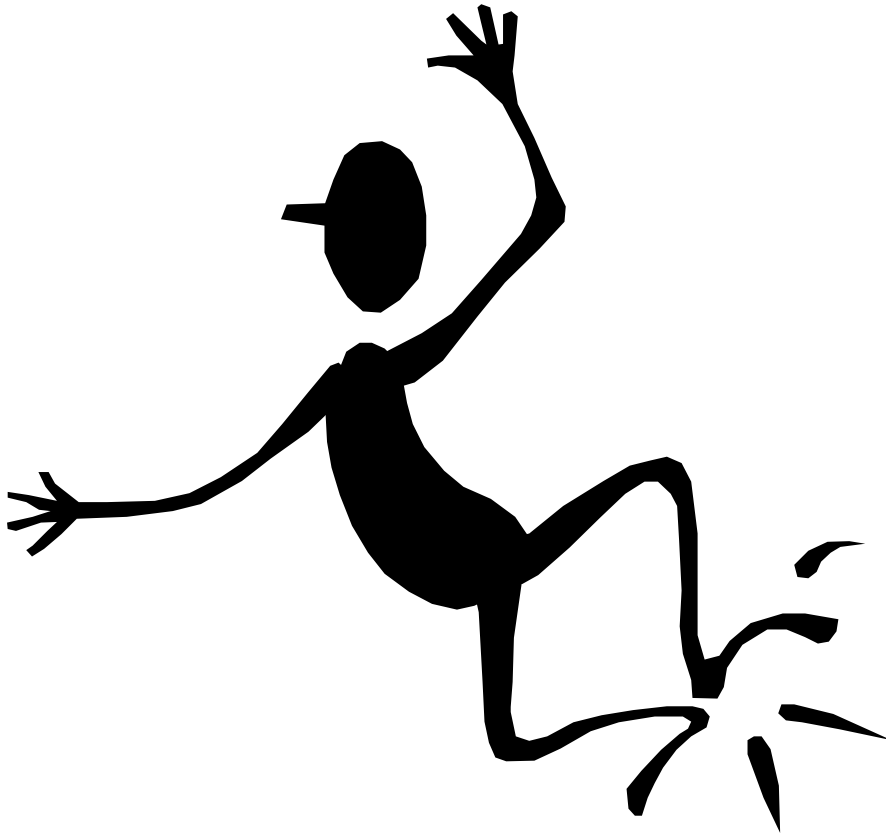
## Introduction

The State Personnel Office Benefits Unit has created a new web based program for ALL Non-Payroll Groups to enter enrollment information. This new system is called the **Non-Payroll Enrollment System (NPES)**.

This new system will allow a more efficient process of entering enrollment information, reconciling the account with the carriers and ease of the payment process.

This system will allow the Non-Payroll Groups to migrate to an electronic enrollment with the carriers. This will eliminate the major part of all the paperwork for each group. With the electronic enrollment in mind, we have created NPES to accept all dependent information. This means a little more work on the front end but the end result will be a more efficient system. All of the groups will have **one year** to enter all dependent information. Please keep this in mind when updating employee's information and new hires.

This manual is created to show step-by-step instructions on how to use the system. If you are having any problems, please feel free to contact the State Personnel Benefits Unit at 739-8331.



# Entry into the NPES Web Site

[www.DelawarePersonnel.com/Benefits/NonPayroll/](http://www.DelawarePersonnel.com/Benefits/NonPayroll/)

## Select NPES Login

The screenshot shows the Delaware State Personnel Office website. The header includes the state seal, a 'Welcome' message, the office name, and a tagline. A search bar and a 'Select a Topic' dropdown are present. A blue button labeled 'NonPayroll Groups' is highlighted. On the left, a vertical menu lists various SPO sections. The main content area is titled 'NonPayroll Group Documentation' and lists 'Retro Policy' and 'More will be added soon...'. Below this is the 'NonPayroll Enrollment System' section, which lists 'Manual/Instructions' and 'NPES Login'. A callout bubble with an arrow points to the 'NPES Login' link, stating 'Here is where you enter into the system.' At the bottom, the section manager is listed as Debbie McCall, and a footer contains links to various benefits and a last updated date of 05/20/2003 by SPO Information Services.

**Delaware State Personnel Office**  
Leadership and Service for a Quality Workforce

Search  Select a Topic →

**NonPayroll Groups**

**SPO Sections**

- What's New
- Press Releases
- Common Questions
- Policies & Procedures
- Contact Us
- Benefits
- Administration
- Pensions Office
- Employee Relations
- Employment Services
- Insurance Coverage
- EEO & Diversity
- Labor Relations
- Classification
- Training

**NonPayroll Group Documentation**

- [Retro Policy](#)
- More will be added soon...

**NonPayroll Enrollment System**

- [Manual/Instructions](#)
- [NPES Login](#)


Here is where you enter into the system.

Section Manager: [Debbie McCall](#)

[Benefits at a Glance](#) | [Benefits Documentation](#) | [State Holidays](#)  
[Donated Leave](#) | [Flexible Spending](#) | [Group Life](#) | [Prescriptions](#)

Last Updated 05/20/2003 by [SPO Information Services](#)

# Step 1 - Login



Welcome

## Delaware State Personnel Office

Leadership and Service for a Quality Workforce

[Site Map](#)

### NonPayroll Enrollment System

System Login

Step 1 of 5

#### Login

\*Group Code:

\*Group Password:


Step 1:  
[Login](#)

Step 2:  
Verify Group Information

Step 3:  
Update Subscriber Information

Step 4:  
Review and Print

Step 5:  
Finalize and Submit




Click to verify

[FAQ](#) | [Online Manual](#) | [Feedback Form](#)

Last Updated 05/22/2003 by [SPO Information Services](#)

\*Group Code is the same number you used on the excel spreadsheet.

## Step 2 - Verify Group Information



Welcome **Delaware State Personnel Office** Site Map  
Leadership and Service for a Quality Workforce

**NonPayroll Enrollment System**  
Verify Group Information


Step 1: Login

Step 2: Verify Group Information

Step 3: Update Subscriber Information

Step 4: Review and Print

Step 5: Finalize and Submit

  
Click to verify

Step 2 of 5

**Security Information**

Group Code: 9721

\*Group Name:

\*Password:

\*Confirm:

**Contact Information**

\*Contact Person:

Alternate Contact:

Email:

\*Phone:  x

Fax:

Cell:

\*Address 1:

Address 2:

\*City:

\*State:

\*Zip Code:

**Payment Information**

\*Payment Type:

Admin Fee: \$2.70 per contract  
A 5% risk fee will also be added to your Grand Total.

[FAQ](#) | [Online Manual](#) | [Feedback Form](#)

Last Updated 05/22/2003 by [SPO Information Services](#)

Check to see if all the group information is correct. Make changes as needed.

Make sure you select the payment type.

If you are using a wire, please print out the Group Totals Page. Write on the top that you are sending a wire, the date the wire was sent, sign, and mail to SPO.

## Step 3 - Update Subscriber Information

From here you can:

- List all of your Subscribers or Search by SSN or Last Name
- Update Subscribers information including coverage
- Add New Subscribers
- Add New Dependents
- Monthly Reports

The screenshot shows the Delaware State Personnel Office website. The header includes the state seal, a 'Welcome' message, the office name 'Delaware State Personnel Office', the tagline 'Leadership and Service for a Quality Workforce', and a 'Site Map' link. Below the header is a blue bar for the 'NonPayroll Enrollment System' with a 'Subscriber Options' link. A left sidebar lists five steps: Step 1 (Login), Step 2 (Verify Group Information), Step 3 (Update Subscriber Information - highlighted with a yellow arrow), Step 4 (Review and Print), and Step 5 (Finalize and Submit). A 'VeriSign Secure Site' logo is at the bottom of the sidebar. The main content area is titled 'Step 3 of 5' and 'Search for Subscribers'. It contains three search options: 'Search by SSN' with a text input and 'Search' button, 'Search by Last Name' with a text input and 'Search' button, and 'Show All Subscribers' with a 'Search' button. Below this is a 'Monthly Reports' section with links for 'Subscribers over 65' and 'Dependents over 21'. An 'Additions' section follows with links for 'Add New Subscriber' and 'Add New Dependent'. At the bottom of the main area are navigation buttons '<-Prev' and 'Next->'. A footer contains links for 'FAQ', 'Online Manual', and 'Feedback Form', and a note 'Last Updated 05/22/2003 by SPO Information Services'.

**Delaware State Personnel Office**  
Leadership and Service for a Quality Workforce

Welcome

Site Map

**NonPayroll Enrollment System**  
Subscriber Options

**Step 3 of 5**  
**Search for Subscribers**

- Search by SSN
- Search by Last Name
- Show All Subscribers

**Monthly Reports**

- [Subscribers over 65](#)
- [Dependents over 21](#)

**Additions**

- [Add New Subscriber](#)
- [Add New Dependent](#)


<-Prev   Next->

[FAQ](#) | [Online Manual](#) | [Feedback Form](#)

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This is the section where changes can be made.

## Step 4 - Verify Group Totals



**Delaware State  
Personnel Office**

Leadership and Service for a Quality Workforce



**NonPayroll Enrollment System**

Group Totals


**Step 1:**  
[Login](#)

**Step 2:**  
[Verify Group Information](#)

**Step 3:**  
[Update Subscriber Information](#)

**Step 4:**  
[Review and Print](#)

**Step 5:**  
[Finalize and Submit](#)

  
[Click to verify](#)

[Printable Version](#)

Group Totals - Month of July, 2003					
	Contracts	Rate	RiskFee	Admin	Subtotal
<b>PPO</b>					
Employee	8	\$365.38	\$18.27	\$2.70	\$3,090.80
Employee & Child	1	\$569.04	\$27.95	\$2.70	\$599.69
Employee & Spouse	3	\$752.92	\$37.65	\$2.70	\$2,379.81
Family	4	\$941.20	\$47.06	\$2.70	\$3,963.84
Medicfill	5	\$292.32	\$14.62	\$2.70	\$1,548.20
<b>BlueCARE</b>					
Employee	7	\$335.74	\$16.79	\$2.70	\$2,379.81
Employee & Child	4	\$509.82	\$25.49	\$2.70	\$538.01
Family	4	\$878.26	\$43.91	\$2.70	\$925.87
<b>Coventry</b>					
Employee	9	\$340.76	\$17.04	\$2.70	\$3,090.80
Employee & Child	8	\$519.68	\$25.98	\$2.70	\$548.36
Employee & Spouse	3	\$703.34	\$35.17	\$2.70	\$741.21
Family	5	\$876.54	\$43.83	\$2.70	\$923.07
MedWrap	1	\$288.91	\$14.45	\$2.70	\$306.06
<b>Summary</b>					
	62	\$32,875.65	\$1,643.84	\$167.40	\$34,686.89

←-Prev   Next->

Use the Printable Version to Print the Group Totals Page. This print out provides the name of the group and the month.


Totals include only the types of coverage in which you have employees enrolled.

[FAQ](#) | [Online Manual](#) | [Feedback Form](#)

Last Updated 05/22/2003 by [SPO Information Services](#)



## Step 5 - Finalize and Submit



Welcome

# Delaware State Personnel Office

Leadership and Service for a Quality Workforce

[Site Map](#)

## NonPayroll Enrollment System

Finalize and Submit

Step 1: [Login](#)

Step 2: [Verify Group Information](#)

Step 3: [Update Subscriber Information](#)

Step 4: [Review and Print](#)

Step 5: **Finalize and Submit**

Step 5 of 5

### Finalize and Submit


☒ I certify that I am authorized to submit this Monthly Enrollment Report on behalf of the **Town of Smyrna**.

☒ I agree the totals on the previous screen are correct for the month of **July, 2003**, to the best of my knowledge.

☒ I agree to send to the State Personnel Office on the first day of the month covered the amount of **\$34,686.89**

[FAQ](#) | [Online Manual](#) | [Feedback Form](#)

Last Updated 05/22/2003 by [SPO Information Services](#)



Click to verify

You must check each box before the system will allow you to submit the report.

## Finalized - End of the Process

The screenshot shows the 'Finalized' page of the Delaware State Personnel Office's NonPayroll Enrollment System. The header includes the Delaware State Seal, a 'Welcome' message, the office name 'Delaware State Personnel Office', the tagline 'Leadership and Service for a Quality Workforce', and a 'Site Map' link. A blue banner reads 'NonPayroll Enrollment System' with 'Finalized' below it. On the left, a vertical list of steps shows 'Step 5: Finalize and Submit' as the current step, with previous steps (Login, Verify Group Information, Update Subscriber Information, Review and Print) marked as complete. A 'Success' message states: 'You have successfully submitted the Monthly Enrollment Report for the month of July 2003. Please send your payment and a copy of the Totals Report by the first of the month.' A 'VeriSign Secure Site' logo is at the bottom left. At the bottom, links for 'FAQ', 'Online Manual', and 'Feedback Form' are provided, along with the text 'Last Updated 05/22/2003 by SPO Information Services'.

**Delaware State Personnel Office**  
Leadership and Service for a Quality Workforce

**NonPayroll Enrollment System**  
Finalized

**Step 5 of 5**  
**Success**  
You have successfully submitted the Monthly Enrollment Report for the month of July 2003. Please send your payment and a copy of the Totals Report by the first of the month.


**Step 1:** Login  
**Step 2:** Verify Group Information  
**Step 3:** Update Subscriber Information  
**Step 4:** Review and Print  
**Step 5:** Finalize and Submit

**VeriSign Secure Site**  
Click to verify

[FAQ](#) | [Online Manual](#) | [Feedback Form](#)  
Last Updated 05/22/2003 by [SPO Information Services](#)

**Remember** – you cannot make any changes to previous months activity. If you need to make a prior month change, please refer to the Retro Policy for instructions.

# Review of a Subscriber



Welcome

**Delaware State  
Personnel Office**

Leadership and Service for a Quality Workforce

[Site Map](#)

**NonPayroll Enrollment System**

Subscriber Details


Step 1:  
[Login](#)

Step 2:  
[Verify Group Information](#)

Step 3:  
[Update Subscriber Information](#)

Step 4:  
Review and Print

Step 5:  
Finalize and Submit



Click to verify

Step 3 of 5

**Subscriber Information**

SSN: 999-99-9999

\*Subscriber Type: Active

\*First Name: First

Middle Initial: M

\*Last Name: Last

\*Birth Date: 1/1/1965

\*Start Date: 1/1/2003

End Date:

Active: ☒

**Dependent Information**

Rel	SSN	Full Name	Birth Date	
S	999999991	First M Last	1/1/01	<a href="#">Edit</a>

- [Add New Dependent](#)
- Dependents over 21 will be highlighted in yellow.
- Dependents that are not active will be highlighted in gray.
- Relationship Codes: SP-Spouse, S-Son, D-Daughter, O-Other

**Current Coverage**

Carrier: Blue Cross Blue Shield

Plan Name: Basic

Plan Tier: Basic - Employee - \$321.70

[Cancel](#) [Update Subscriber](#)

[FAQ](#) | [Online Manual](#) | [Feedback Form](#)


Last Updated 05/22/2003 by [SPO Information Services](#)


The employee must be marked as active to have coverage.

To remove an employee un-check the active box. Remember you always want to check on the dependents.

To save changes that are made, click the update subscriber button.

# Adding a New Subscriber



Welcome **Delaware State Personnel Office**   
Leadership and Service for a Quality Workforce

**NonPayroll Enrollment System**  
Add New Subscriber


Step 1:  
[Login](#)

Step 2:  
[Verify Group Information](#)

Step 3:  
[Update Subscriber Information](#)

Step 4:  
[Review and Print](#)

Step 5:  
[Finalize and Submit](#)

  
Click to verify

Step 3 of 5

**Subscriber Information**

\*SSN: 999-99-9999

\*Subscriber Type: Active

\*First Name: First

Middle Initial: M

\*Last Name: Last

\*Birth Date: 01/01/1965

\*Start Date: 01/01/2003

End Date: //

Active: ☒

**Dependent Information**

Dependents can be added after Subscriber has been added.

**Coverage**



Plan: Select a Plan

[FAQ](#) | [Online Manual](#) | [Feedback Form](#)

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To add dependents to a subscriber, the subscriber must be in the system first.

# Adding a New Dependent

 **Welcome** **Delaware State Personnel Office**   
Leadership and Service for a Quality Workforce

**NonPayroll Enrollment System**  
Add New Dependent

**Step 3 of 5**  
**Dependent Information**

\*Dependent SSN: 999 - 99 - 9991

\*First Name: First

Middle Initial: M

\*Last Name: Last

\*Gender: Male

\*Relationship: Son

\*Birth Date: 01 / 01 / 2001

Active: ☒

[FAQ](#) | [Online Manual](#) | [Feedback Form](#)

Last Updated 05/22/2003 by [SPO Information Services](#)

After entering the dependent information, you must click on the Add New Dependent button to save the changes.

# **Payment Instructions**

## **Checks**

- 1st. Print out the printable version of the Group Totals Report.
- 2nd. Cut the check for the Grand Totals Amount. Make check payable to State Personnel Office.
- 3rd. Attach the Group Totals Report and the check together.
- 4th. Send check and Group Totals Report to:  
State Personnel Office  
Blue Hen Corporate Center  
655 South Bay Road, Suite 202  
Dover, DE 19901
- 5th. All payments are due the 1<sup>st</sup> day of the month which coverage is being provided.
- 6th. Remember—you cannot change the monthly enrollment after you hit the Submit button.  
If changes are needed, please refer to the Retro Policy, which is attached.

## **Wires**

- 1st. Print out the printable version of the Group Totals Report.
- 2nd. On the top of the report, please state that you are sending a wire, the date it was sent, and sign the report.
- 3rd. Send the Grand Totals Report to:  
State Personnel Office  
Blue Hen Corporate Center  
655 South Bay Road, Suite 202  
Dover, DE 19901

# **RETRO POLICY NON-PAYROLL GROUPS**

**July 1, 2003**

**NO prior month change can be entered on the system!**

- 1st. Fill out the Application for Change in Coverage for the appropriate carrier (blank copies are attached).
- 2nd. Figure out the amount of premium that is due from the change in coverage (if refund is due – please call SPO).
- 3rd. Make the check payable to State Personnel Office.
- 4th. Make copies for your file.
- 5th. Send the application and check to: State Personnel Office, Blue Hen Corporate Center, 655 South Bay Road, Suite 202, Dover, DE 19901.

**SPO and carrier must approve ALL prior month changes!**

- ❖ SPO will make all prior month changes on the system after the carrier confirms the change.
- ❖ The change will be reflected on the next month's Enrollment Report.

**Things to Remember:**

- No changes can be made in tiers unless there is a qualifying event.
- Open Enrollment is the only time a carrier change can be made.
- Any change adding a spouse for the first time – a Spousal Coordination Form must be filled out and sent to the carrier. At every Open Enrollment period, a new Spousal Coordination Form must be completed.